

METHOD, SYSTEM AND PROGRAM FOR CUSTOMER SERVICE
AND SUPPORT MANAGEMENT

ABSTRACT

- 5 In accordance with the present invention, a method, system, and program for managing the customer and product information of a client by maintaining a common database is disclosed. The present invention connects the client, call center, repair facility and warehouse to efficiently coordinate the customer and product management process. By allowing access to a common database, a user can view and
- 10 update changes in the customer and product management process in real time increasing the communication and efficiency of delivering service to a customer.